

## SCOTIABANK GM VISA CARD FREQUENTLY ASKED QUESTIONS gmc card.ca

### GENERAL QUESTIONS

#### **What are the different benefits that the Card gives?**

The Scotiabank GM VISA Infinite Card offers customers a value proposition which includes comprehensive insurance coverages such as Purchase Security / Extended Warranty, Travel Medical, and Rental Car Collision / Loss Damage, plus 5% in Earnings for the first \$10,000 Net Purchases annually and 2% thereafter regardless of where you shop. For the No Fee Card, the value proposition includes Purchase Security/Extended Warranty, plus 5% in Earnings for the first \$5,000 Net Purchases annually, and 2% thereafter regardless of where you shop.

#### **Why should I choose the Infinite Card over the No Fee Card?**

Choose the Infinite Card if your yearly spend is over \$5,000 and you would need the additional Infinite benefits such as Travel Medical Insurance, Car Rental Insurance, Trip Interruption Insurance, and more.

#### **What are GM and Scotiabank's role in this Program?**

GM Canada is responsible for the operation and administration of the Earnings Program. GM Canada is the final authority as to the interpretation of these terms and conditions and any subsequent amendments or updates thereto. The Bank is responsible for the operation and administration of your GM Card Account.

#### **Who can I contact to get more information?**

Information about the Earnings Program can be obtained by visiting [www.gmcard.ca](http://www.gmcard.ca) or by contacting the GM Card Reward Centre at 1-888-446-6232.

#### **How do I update my address and contact information with GM?**

You are responsible for advising the Bank of any change to your legal name or to your address, e-mail address or other contact information. GM Canada shall not be liable for misdirected communications such as mail, or any consequences thereof. If you wish to make an address or legal name change, please contact Scotiabank GM Visa at 1-844-259-5343 or Scotiabank GM Visa Infinite at 1-844-891-0484. Additional documentation may be requested by Bank to confirm such change.

#### **Where can I get this card?**

Customers can apply for the GM Card on [gmcard.ca](http://gmcard.ca).

### **Can the program be cancelled or terminated?**

Subject to applicable law, GM Canada may terminate the Earnings Program or portions thereof at any time with or without notice to you. If GM Canada terminates the Earnings Program, you will have 365 days from the date the Earnings Program termination is announced to redeem accumulated Earnings toward an eligible, new Chevrolet, Buick, GMC, or Cadillac in accordance with these Terms.

GM Canada may revise these Terms at any time upon thirty (30) days' notice and GM Canada will post the revised terms and conditions on [gmcards.ca](http://gmcards.ca). You should periodically visit this website to review the current Terms and to view your GM Card Earnings balance. You are responsible for keeping up to date on the Earnings Program Terms and your GM Card Earnings balance.

---

## **QUESTIONS ABOUT EARNINGS**

### **How do I get GM Earnings?**

Using the Scotiabank GM Visa Card (with no annual fee) you receive 5% of the first \$5,000 of your Net Purchases annually, and 2% of your Net Purchases thereafter as Earnings. With the Scotiabank GM Visa Infinite Card you will receive 5% of the first \$10,000 of Net Purchases annually and 2% for Net Purchases thereafter as Earnings.

### **What can I use the Earnings for?**

Earnings may be applied toward the Total Purchase Price or lease down payment of any eligible new Chevrolet, Buick, GMC, or Cadillac. Fleet sales and commercial leases are excluded. The "Total Purchase Price" consists of the vehicle price (up to the Manufacturer's Suggested Retail Price), freight and PDI, air tax, and applicable sales taxes. In accordance with federal and provincial tax legislation, GST, PST, QST, HST and any other applicable taxes are calculated and payable on the full amount of the purchase price before any reduction for redeemed rewards. The "Total Purchase Price" excludes costs associated with licensing, registration, insurance, dealer fees, accessories, additional options, extended warranties, maintenance or service plans and other services such as OnStar and SiriusXM.

The customer redeeming the Earnings is solely responsible for the excluded fees and costs and for any taxes, fees, levies or other charges imposed by or with the authority of any government or governmental authority in respect to any rewards or benefit. Your available Earnings may not be redeemed for cash or any cash equivalent.

### **Can I accrue GM Earnings on Balance Transfers?**

No. Earnings will be calculated based on the annual Net Purchase total. "Net Purchases" are purchases of eligible goods and services that are charged to your GM Card Account less any returns or other credits. Net Purchases do not include, and Earnings are not awarded for, cash advances, Scotia® Credit Card Cheques, returns, payments, annual membership or card fees, casinos and gambling, interest charges or service transaction charges. Credits for returns and adjustments will reduce or cancel your Earnings by the amounts originally charged to the Card and will be reflected in the Earnings summary.

**Do my GM Earnings expire?**

No. However, if you cancel your credit card, your credit privileges are revoked or your account is closed, your GM Earnings must be redeemed within 90 days or they will be forfeited. If your account is not in good standing, GM Earnings are not eligible for redemption. Please refer to the GM Card Earnings Program Terms and Conditions for details.

**How much GM Earnings can I accumulate each year?**

There is no limit or maximum amount.

**Can I combine or my earnings with another person or card?**

Your GM Card Earnings may not be pooled with any other GM Card Earnings Account. When redeeming Earnings toward the Total Purchase Price or lease down payment of any eligible new GM vehicle, only Earnings associated with one GM Card Earnings Account may be used for each vehicle. GM Canada is not responsible, and bears no liability, for disagreements between participants concerning the use of Earnings.

**Can I transfer my earnings to my family and/or friends?**

You may transfer all or part of your Earnings to any supplementary Cardholder on your GM Card Account or the following immediate family members residing at the same address for the immediate purchase or lease of an eligible new Chevrolet, Buick, GMC or Cadillac: parents, grandparents, spouse, siblings, grandchildren, and children (step or in-laws). The supplementary Cardholder or immediate family member must not have, at the time of transfer, a GM Card Earnings Account. You may be required to provide proof of relationship. To transfer your Earnings to a supplementary Cardholder or an immediate family member, you must call the GM Card Reward Centre to authorize the transfer and provide the required information.

**How can I keep track of my Earnings?**

Your Earning Summary will be recorded on the monthly billing statement sent to you by Scotiabank. Information about the Earnings Program and your Earnings balance can be obtained by visiting [www.gmcard.ca](http://www.gmcard.ca) or by contacting the GM Card Reward Centre at 1-888-446-6232. Information about particular account Earnings will be provided only to the Primary and Secondary Cardholder.

**Can I use this Card in conjunction with other discounts (i.e. the Preferred Pricing Program)?** Yes, this card can be combined with most other retail incentives and programs. See your dealer for details.

**Can I redeem my GM Earnings for cash?**

No, GM Earnings can only be redeemed towards the purchase price of any new eligible Chevrolet, Buick, GMC or Cadillac.

**What vehicles are eligible for this program?**

For a list of ineligible vehicles, card members can visit [www.gmcard.ca](http://www.gmcard.ca) or an authorized GM dealer.

**Is there anything else other than cars that I can use the GM Earnings for?**

No, GM Earnings can only be used towards the purchase or lease of a new eligible Chevrolet, Buick, GMC, or Cadillac.

**If my card is lost or stolen, will I lose my accumulated earnings?**

No, accumulated earnings will not be lost if your Card has been lost or stolen. Scotiabank will issue a new Plastic Credit Card for your use and your GM Card Earnings Account will become attached to the new Card. Rewards are attached to the Credit Card Account, not the Credit Card Plastic.

**What happens if I cancel my credit card account?**

If you cancel your GM Card Account, your credit privileges are revoked by the Bank or your GM Card Account is otherwise closed, you may redeem any unused Earnings within a period of 90 days, provided your GM Card Account(s) is otherwise in Good Standing. After 90 days, all unredeemed Earnings will be forfeited.

**What happens if the Primary Cardholder dies?**

If there is no Secondary Cardholder on the GM Card Account: Upon the death of the Primary Cardholder, any unused Earnings will be available for 90 days for redemption by the Primary Cardholder's estate, provided the GM Card Account is otherwise in Good Standing. After 90 days, all unredeemed Earnings will be forfeited.

If there is a Primary and Secondary Cardholder on the GM Card Account: If the GM Card Account remains open in the name of the surviving Primary or Secondary Cardholder, then the GM Card Earnings Account will remain open and Earnings will continue to be available to such surviving Cardholder (who will then be treated as the Primary Cardholder) in accordance with these Terms. Where the GM Card Account is closed upon the death of the Primary Cardholder or Secondary Cardholder, any unused Earnings will be available for 90 days for redemption by the surviving Primary or Secondary Cardholder, provided the GM Card Account is otherwise in Good Standing. After 90 days, all unredeemed Earnings will be forfeited.

## REDEMPTION QUESTIONS

**Can I use this card in conjunction with other discounts?**

Yes, this card is stackable with other eligible programs and discounts.

**How do I redeem my Earnings?**

Earnings must be redeemed during the operation of the GM Card Earnings Program and during the time that your GM Card Account is in Good Standing. To redeem the Earnings you have accumulated, visit [gmcards.ca](http://gmcards.ca) and select "My Earnings" or contact the GM Card Reward Centre at 1-888-446-6232 to verify your total Earnings available. Once verified, visit any authorized GM dealer and choose your eligible new vehicle. After you and the sales representative have discussed the sale or lease price of your vehicle, but before you sign the contract, tell the sales representative that you want to redeem your Earnings. You and the sales representative will then call the GM Card Reward Centre to confirm your total amount of eligible Earnings. During the call, the GM Card Reward Centre will ask for the Primary Cardholder's information for authentication purposes and also obtain certain vehicle sale information from the sales

representative and then provide the representative with an authorization number to complete the transaction. Upon issuance of the authorization number, the Earnings amount will be deducted from the Total Purchase Price or lease down payment of your new Chevrolet, Buick, GMC, or Cadillac.

**Can I redeem my GM Earnings for cash?**

No, GM Earnings can only be redeemed towards the Total Purchase Price or lease down payment of any eligible new Chevrolet, Buick, GMC or Cadillac. Earnings have no monetary value and cannot form the basis of a monetary claim against GM Canada or the Bank. Earnings accumulated under this Earnings Program do not constitute property of the Earnings Program participants. The Earnings you have accumulated with your GM Card are non-negotiable, cannot be redeemed in whole or in part for cash or credit, may not be brokered, bartered, sold or transferred as part of a domestic relations matter, and will be declared void if sold, brokered, bartered, willed, traded, or otherwise assigned (except for a transfer permitted).

**Can I transfer my Earnings?**

You may transfer all or part of your Earnings to any supplementary Cardholder on your GM Card Account or the following immediate family members residing at the same address for the immediate purchase or lease of an eligible new Chevrolet, Buick, GMC or Cadillac: parents, grandparents, spouse, siblings, grandchildren, and children (step or in-laws). The supplementary Cardholder or immediate family member must not have, at the time of transfer, a GM Card Earnings Account. You may be required to provide proof of relationship. To transfer your Earnings to a supplementary Cardholder or an immediate family member, you must call the GM Card Reward Centre to authorize the transfer and provide the required information.

**Is there a maximum on the GM Earnings I can redeem?**

There is no redemption cap, which means you can purchase your new vehicle using only GM Earnings toward the Total Purchase Price. The Total Purchase Price excludes costs associated with licensing, registration, insurance, dealer fees, accessories, additional options, extended warranties, maintenance or service plans and other services such as OnStar and SiriusXM.

**What vehicles are eligible for this program?**

For complete details, including a list of ineligible vehicles, visit [gmcad.ca](http://gmcad.ca) or your authorized Chevrolet, Buick, GMC, or Cadillac dealer. GM Canada may, in its sole discretion, change the list of eligible vehicles at any time without notice.

**Can I use GM Earnings towards a used car?**

No, GM Earnings can only be used towards the purchase or lease of a new eligible Chevrolet, Buick, GMC, or Cadillac.

**Are there redemption levels? Or can I redeem my Earnings no matter how many I have?**

No, there are no redemption levels. Yes, you can redeem your Earnings toward the Total Purchase Price. The Total Purchase Price excludes costs associated with licensing, registration, insurance, dealer fees, accessories, additional options, extended warranties, maintenance or service plans and other services such as OnStar and SiriusXM.

**Do I have to pay taxes when I buy a car using Earnings?**

Earnings are inclusive of the Federal Goods and Services Tax ("GST"), Harmonized Sales Tax ("HST"), and Quebec Sales Tax ("QST"), and applicable Provincial Sales Tax. Determination of income or other tax liability related to participation in this Earnings Program is the responsibility of the participant/user. GM Canada does not make any representations as to the current or future tax consequences to the Earnings Program participant of the crediting, transfer, use, redemption, termination or disposition of the total Earnings accumulated with their GM Card.

## **FINANCIAL QUESTIONS**

**What is the annual fee for the Scotiabank GM VISA Credit Cards?**

The annual fee for the Scotiabank GM VISA Infinite credit card is \$79 for the primary cardholder, and \$39 for each additional card. The Scotiabank GM VISA credit card is \$0.

**Is there a minimum credit limit on the Scotiabank GMVISA credit card account?**

Yes, for the GM VISA Infinite card, the minimum credit limit is \$5,000 and for the GM VISA card, the minimum credit limit is \$500.

**How can customers pay their balance?**

They can do so Online, Monthly Statement, visiting a Branch, or Call Centre.

**What is the credit limit and how is it determined?**

The customer requests a credit limit at the time of application. The credit card is adjudicated through the bank/credit bureau. If the requested credit limit is approved, that will be the customer's credit limit on the card. If they get approved but for a lower amount they will receive that limit. They would receive a limit higher than they requested.

**How old do you have to be to be eligible for the card?**

Age of majority in their province of residence.

**What do I do if I forget my pin?**

Visit any Scotiabank branch with your identification and select a new PIN.

## **PREVIOUS GM CARD**

**What makes this Card Program better than the previous GM Card Program?**

The new Scotiabank GM Card Program is better than the previous one in many respects. First, there are no caps on the amount of Earnings that can be redeemed for a vehicle purchase. Second, your Earnings do not expire as long as you are a Cardholder. Third, there are two cards available, giving more options depending on your credit card needs.

**Can I combine/transfer my old earnings with/to the new card?** NO.

**Are these rewards stackable with Previous GM Card program?** Yes.

See your dealer for details.

**Why is the Previous GM Card no longer available?**

The credit card arrangement between General Motors Canada Company (GM Canada) and the issuing bank ended on December 31, 2010.

**What will happen to my Previous GM Card Earnings?**

Your Previous GM Card Earnings are still protected. GM is committed to Previous GM Card members and will continue to make the full amount of your GM Card Earnings available to you until December 31, 2017 subject to the terms & conditions of The GM Earnings and Redemption Allowance Program Rules. Unredeemed GM Card Earnings will expire midnight on December 31, 2017.

**Will my unredeemed Previous GM Card Earnings expire if they were earned more than 7 years ago?**

Effective January 1, 2011, the Previous GM Card Earnings and Redemption Allowance Program will no longer expire unredeemed Earnings after 7 years. Your Previous GM Card Earnings balance will remain available for you to redeem until December 31, 2017, subject to The GM Card Earnings and Redemption Allowance Program Rules.